



A guide to troubleshooting iPad issues for Parents

Apple manuals: Setup, How to's:

<http://www.apple.com/support/ipad/>

Basic Troubleshooting:

<http://www.apple.com/support/ipad/assistant/ipad/>

Service/Warranty Information:

<http://www.apple.com/au/support/service/>

AppleCare – they will also provide phone support for general troubleshooting. Please have your iPad serial number with you (Settings, General, About):

[1300 321 456](tel:1300321456)

Genius Bar, Workshop and other Reservations – to organise repairs, quotes and replacements for broken screens:

<http://www.apple.com/au/chermside/>

Create and reset AppleID Passwords:

<http://appleid.apple.com>

Parental Controls – will allow you to restrict the type of content your son can access on his iPad eg games of a particular rating:

<http://support.apple.com/kb/HT4213>

Please remember when you talk to the Chermside team, introduce yourself as a Padua parent!

If you are unable to solve your issues through the above avenues and you believe it to be a school network/access issue, please contact Tanya Anderson (tanderson@padua.qld.edu.au)